

Title (en)

CALL HANDLING METHOD AND APPARATUS, SERVER, STORAGE MEDIUM, AND SYSTEM

Title (de)

VERFAHREN UND VORRICHTUNG ZUR ANRUFHANDHABUNG, SERVER, SPEICHERMEDIUM UND SYSTEM

Title (fr)

PROCÉDÉ ET APPAREIL DE GESTION D'APPEL, SERVEUR, SUPPORT DE STOCKAGE, ET SYSTÈME

Publication

**EP 3739860 B1 20240605 (EN)**

Application

**EP 19788374 A 20190415**

Priority

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Abstract (en)

[origin: EP3739860A1] This disclosure provides a call processing method and apparatus, a server, a storage medium, and a system, and pertains to the communications field. The method includes: monitoring, in real time, a call processing process of an artificial intelligence AI robot, to obtain an interaction text of the call, where the interaction text includes a recognition result and a question reply of a user question; obtaining a service level value of the AI robot for the call based on the interaction text; and when the service level value meets a first preset condition, performing an intervention operation on the call by using a target agent device. According to this disclosure, a service level of the AI robot is evaluated, and when the service level value meets the preset condition, a human agent is automatically triggered for intervention, and the human agent only assists in the call processing process of the AI robot. In this way, a problem that it takes an excessively long time for the human agent to directly undertake a call is resolved, so that working efficiency of the human agent and an overall service level of a system are ensured, thereby improving call processing efficiency.

IPC 8 full level

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CPC (source: CN EP US)

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